

An Introduction to ComPsych® GuidanceResources® State of Delaware Employee Assistance Program (EAP)



Stay Ahead of Performance, Productivity and Health Issues

COMPSYCH®
GuidanceResources® Worldwide

ComPsych Overview

World's largest provider of EAP services

- Founded in 1984 and privately owned
- Pioneer of fully integrated counseling, legal, financial, work-life and wellness services
- 24-hour service centers staffed by dedicated clinical, legal, financial, wellness, absence-management, behavioral and work-life experts
- Best-in-class network and industry-leading services and tools that ensure quality care and barrier-free access
- 35-year track record of mental health excellence, leading to superior growth, performance and stability




The GuidanceResources Program – What is It?

Free, confidential services for the following:

- Confidential counseling for personal issues (5)
- Online information, resources and tools
 - GuidanceResources Online
 - CCBT myStrength
 - Interactive Digital Mental Health Tools
- Legal information and resources
- Financial information, resources and tools
- Information, referrals and resources for work-life needs
- ID Resources

Contact Us... Anytime, Anywhere


No-cost, confidential solutions to life's challenges.



Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:


- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts



Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care




Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more


Need representation? Get a free 30-minute consultation and a 25% reduction in fees.



Financial Resources

Our financial experts can help you with:


- Retirement plans
- Relocation, mortgage
- Budgeting, debt



Online Support

GuidanceResources tools and support, including:


- Articles, podcasts
- On-demand training
- "Ask the Expert"



Identity Theft

We can help you recover from identity theft with tools such as:

- Support from legal experts
- Counseling to address emotional concerns
- Work-life assistance



Interactive Digital Tools

Our digital self-care tools help you manage:

- Guided programs for depression, anxiety, stress, grief, loss, smoking, diabetes
- Personalized resources
- Secure access to your information

COMPSYCH

GuidanceResources® Website

Your ComPsych® GuidanceResources® program offers someone to talk to and resources to consult whenever and wherever you need them.


Call: 877.527.4742
TTY: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant™, who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: guidanceresources.com
App: GuidanceNow™
Web ID: State of Delaware

Log on today to connect directly with a GuidanceConsultant™ about your issue or to consult articles, podcasts, videos and other helpful tools.

GuidanceResources®



What is the GuidanceResources® Program?

The GuidanceResources® Program is provided by ComPsych® Corporation and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.

Why provide the GuidanceResources® Program?
Because we care about our employees and their dependents. The GuidanceResources® Program can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

Are the services confidential?
Yes, the GuidanceResources® Program is strictly confidential. No information about your participation in the program is provided to your employer.

Why might my family or I use the services?
There are many reasons to use these services. You may wish to contact the GuidanceResources® Program if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

Here when you need us.
Call: 877.527.4742
TTY: 800.697.0353
Online: guidanceresources.com
App: GuidanceNow™
Web ID: State of Delaware



What happens when I call?

When you call, you will speak with a GuidanceConsultant™, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant™ will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

What counseling services does the GuidanceResources® Program provide?
The GuidanceResources® Program provides free short-term counseling with counselors in your area who can help you with your emotional concerns.

If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through the GuidanceResources® Program. However, if it is determined that the problem cannot be resolved in short-term counseling in the GuidanceResources® Program and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

Can my children use the GuidanceResources® Program?
Yes, the GuidanceResources® Program is a confidential benefit for employees and their household family members.

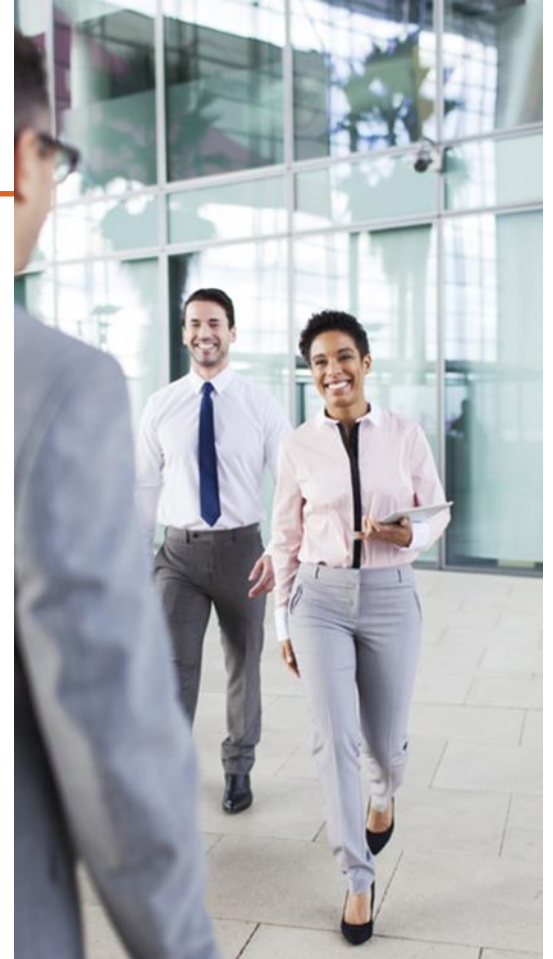


Copyright © 2017 ComPsych Corporation. All rights reserved.
This document is the confidential and proprietary information of ComPsych Corporation.

3

Confidentiality

- The program is strictly confidential
- Records are maintained by ComPsych
- General employer reporting: Summary of number of requests for assistance



Help for the Organization

When people struggle with stress at home or at work, they are more likely to:

- Be absent from work
- Make mistakes on the job
- Provide inferior customer service
- Work unsafely
- Be involved in accidents

By accessing free, confidential help for your stress, you are more productive at work AND you feel better yourself.



Help for the Individual

Your EAP can help you:

- Prevent small problems in your life from becoming big problems
- Control the negative effects of stress
- Feel happier
- Be more energetic
- Concentrate and perform better at work
- Offer assistance to people in your family, since they can access the EAP too



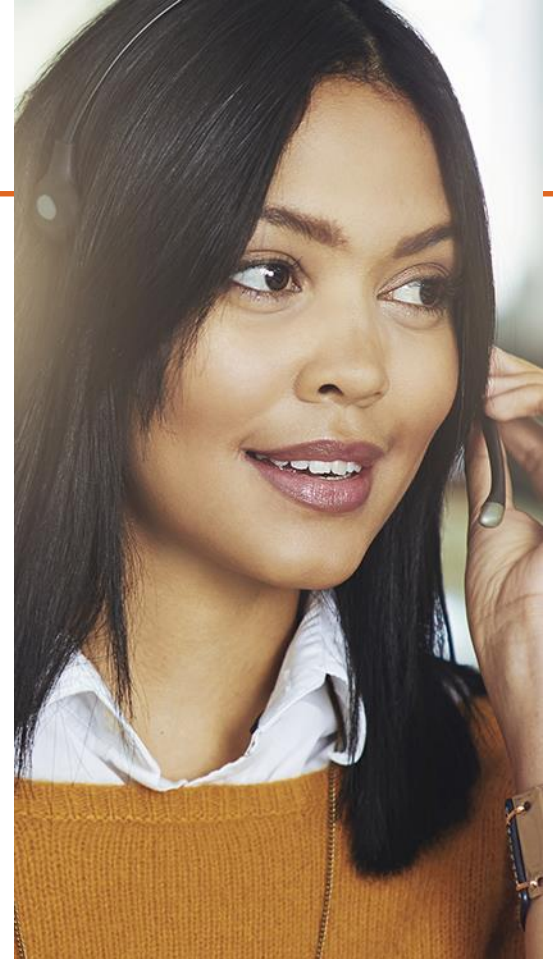
Confidential Counseling

Short-Term Counseling (EAP)

- 5 face-to-face counseling sessions per individual, per issue, per year
- Address issues early
- No cost to the individual
- Confidential
- Voluntary

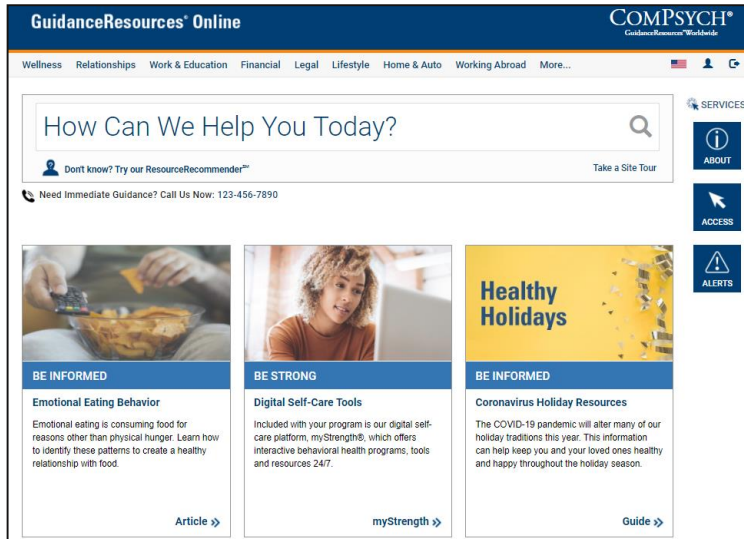
Long-term counseling

- Continuing treatment for long-standing issues
- Refer to medical plan



Optimizing Care Through Technology

GuidanceResources Online & GuidanceNow Mobile App



24-hour access to localized resources for 65 countries



Click to chat or email with master's-level GuidanceConsultants



On-demand training modules available anytime



Discounts through partners for commonly used services



Special topic centers for individuals facing similar issues



Lookup local child/elder care, attorneys, financial experts



Content is organized by life event to reflect common searches



Crisis Portal offers immediate information, support and resources

Website:

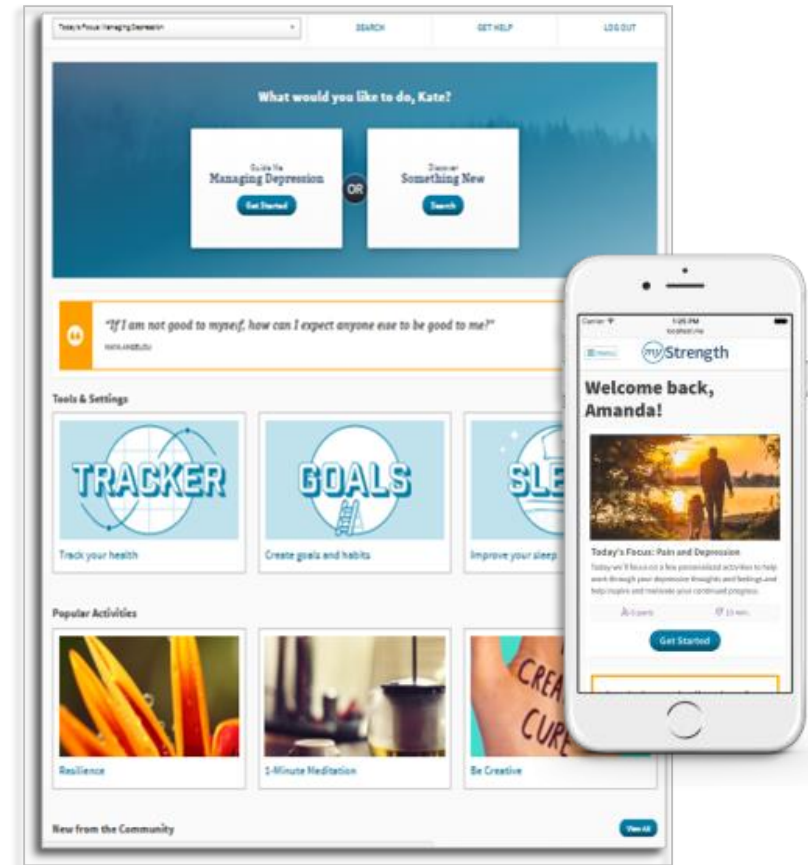
www.guidanceresources.com

Web ID: State of Delaware

Computerized Cognitive Behavioral Therapy (CCBT)

CCBT on GuidanceResources Online

- **Evidence-based** self-help resources for mental health and overall well-being
- **Interactive modules** to address most common behavioral health issues:
 - Anxiety
 - Depression
 - Insomnia
 - Intense Emotions
 - Mindfulness
 - Opioid Recovery
 - Chronic Pain
 - Drug and Alcohol Recovery
 - Stress
 - Nicotine Recovery
 - Trauma and PTSD
 - Pregnancy and Early Parenting
 - Coping During COVID-19




CCBT Sample Program Outlines

Depression – Program Outline

Depression Program
myStrength's Depression program will teach you simple, every-day skills for improving your mood.

[Continue program](#)



WHAT YOU'LL LEARN

You Can Do This
By starting this series, you're already on the road to improving your mood. This section will give you an overview of myStrength's tools for overcoming depression.

[Start Series](#)

[See what's inside](#)

Tuning in to Your Behaviors and Moods
Gain insight into how your behavior and habits affect how you think and feel.

[Start Series](#)

[See what's inside](#)

Moving in the Right Direction
Use the insight from your activity and mood log to start making tangible, positive change.

[Start Series](#)

[See what's inside](#)

Recognizing your Depressive Thoughts
Learn how to recognize depressive thinking cycles and begin to challenge them.

[Start Series](#)

[See what's inside](#)


Core Program:

- You Can Do This
- Tuning into Your Behaviors and Moods
- Moving in the Right Direction
- Recognizing your Depressive Thoughts
- Categorizing your Depressive Thoughts
- Challenging Your Depression
- Breaking Through Depression
- Building a Strong Body and a Strong Mind

Anxiety – Program Outline

Anxiety Program
myStrength's anxiety program will teach you simple, every-day skills for managing your anxiety.

[Continue program](#)



WHAT YOU'LL LEARN

You Can Do This
By starting this series, you're already on the road to feeling better. This section will give you an overview of myStrength's tools for overcoming anxiety.

[Start Series](#)


Core Program:

- You Can Do This
- Learning to Relax
- Recognizing Your Anxious Thoughts
- Categorizing Your Anxious Thoughts
- Challenging Your Anxiety
- Breaking Through Anxiety
- Building a Strong Body and Strong Mind

Stress – Program Outline

Stress Reduction Program
Lower your stress with three proven techniques.

[Continue program](#)



WHAT YOU'LL LEARN

Stress Reduction at myStrength
Getting started with the myStrength Stress Reduction Program.

[Start Series](#)

[See what's inside](#)

Calm Your Body and Mind
Reduce stress and find calm by focusing on the moment and nothing else.

[Start Series](#)

[See what's inside](#)

Reclaim Control: An Introduction
The way you think about stress changes how it impacts you.

[Start Series](#)

[See what's inside](#)

Reclaim Control: The 3 P's
A powerful tool to put control back in your hands.

[Start Series](#)

[See what's inside](#)

Core Program:

What is Stress?

- What causes stress?
- What can I do?

Calm your Mind and Body

- Why practice relaxing?
- Relaxation, meditation, visualization, try them out!

Choose Your Perspective

- Locus of Control
- 3 Ps
- Gratitude

Focus on What Matters

- Set Your Values Compass
- Set S.M.A.R.T. goals
- Let Some Things Go

Supplemental Channels

More than 30 additional standalone activities under these themes:

- Stop Worrying
- Mindfulness and Meditation
- Be Positive
- Set Goals

Standardized Activities

- Distance and Commitment
- Mindful Noticing
- Being Inspired
- Guiding Yourself
- Wellness
- Positivity
- Quick Tips
- Relaxation
- Slow Down Your Thoughts
- Spiritual
- Stories of Hope
- Taking a New Approach

Work-Life Balance


FamilySource®

Information, referrals and resources for work-life needs

Addressing work-life balance issues by providing practical information and referrals

- Child and elder care
- Educational options
- Community information
- Event planning
- Home improvement
- Buying/selling a home, relocation
- Assistance with shopping and locating items

GuidanceResources®



Work-Life Benefits

Are you:

A parent looking for answers to parenting questions? Get help with:

- Child care
- Nanny services
- Before- and after-school care
- Camps
- Financial assistance
- Adoption information

A family member of an elder? Learn about:

- Home health care
- Respite care
- Community services
- Help determining the right level of care
- Screened referrals for assisted living and nursing homes
- Hospice information

Looking for a place to live? Get help with:

- Finding an apartment
- Finding movers

Relocating to another city

- Choosing a realtor
- School and neighborhood information
- Housing and utility assistance

A pet owner? Get information on:

- Dog walkers
- Kennels and pet care
- Veterinarians
- Obedience classes
- Pet insurance

Sending a child off to school? Learn about:

- Choosing schools, from preschool through college and beyond
- Financial aid
- Scholarships
- Tutors
- Special needs

Planning a major project? Find resources and qualified experts for:

- Weddings and other events
- Home improvement projects
- Vacation planning
- Making a big purchase, such as a home or car

Get the Help You Need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific needs. Our work-life specialists will research your question and, in just a few business days, send you a complete packet of practical information, including prescreened referrals (as appropriate), HelpSheets™ on your subject and much more. The materials can be delivered to you via email, fax or second-day airt.

Your GuidanceResources® Program

Call:

TDD: 800.697.0353

Go online: guidanceresources.com

Your company Web ID:

Copyright © 2017 GuidanceResources, Inc. All rights reserved. No part of this document may be reproduced without written permission. All trademarks are the property of their respective owners. Topics updated Quarterly.

Legal Information and Consultation

LegalConnect®

Expert legal information from licensed ComPsych staff attorneys

- Unlimited telephonic access for:
 - Family law
 - Wills
 - Bankruptcy
 - Estate planning
 - ID theft
- Local, quality referrals
 - 30-minute in-person consultation
 - Discounted legal fees

GuidanceResources®



Legal Benefits

Our on-staff attorneys can help you with:

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Landlord/tenant issues, including eviction and lease questions
- Real estate and foreclosure
- Civil actions and small claims court
- Immigration concerns
- DUI/DWI
- Wills and living wills
- Trusts
- Name changes
- Contracts
- Probate matters

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific situation and schedule a phone appointment for you with one of our staff attorneys. If you need more immediate help, you can be put in a queue to talk to an attorney as soon as one becomes available.

If you require representation...

If, following your phone consultation, your legal matter requires in-person representation, you can receive a referral to a qualified attorney in the GuidanceResources network. Your GuidanceResources benefit includes a free, 30-minute consultation with a local network attorney, plus a 25 percent reduction in the attorney's customary legal fees thereafter.

Note: Employment related issues are excluded.

Your GuidanceResources® Program

Call:

TDD: 800.697.0353

Go online: guidanceresources.com

Your company Web ID:

Copyright © 2017 GuidedPath Corporation. All rights reserved. This information is for informational purposes only. GuidanceResources® and GuidanceConsultant™ are trademarks of GuidedPath Corporation. All other trademarks are the property of their respective owners.

Topics updated Quarterly

Financial Information and Consultation

FinancialConnect®

Financial information from ComPsych staff financial experts

- Unlimited telephonic access for:
 - Budgeting
 - Income tax
 - Credit
 - Real estate
 - Debt
 - Retirement planning
- Confidential and objective

GuidanceResources®



Financial Benefits

Our on-staff financial experts can help you with:

- Managing personal financial challenges
- Credit cards and debt management
- Budgeting
- Tax questions
- Financing college
- Retirement planning
- Estate planning
- Real estate questions
- Investment options
- Mortgages, loans and refinancing

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultantSM who will talk with you about your specific situation and schedule a phone appointment for you with one of our financial experts. Our in-house staff includes Certified Public Accountants (CPAs), Certified Financial Planners (CFPs) and other professionals who are exclusively dedicated to providing financial information by phone. And because our experts are not associated with any financial institution, you are assured that they will provide impartial and objective information on your money topics.

Your GuidanceResources® Program

Call: [Redacted]
TDD: 800.697.0353
Go online: guidanceresources.com
Your company Web ID: [Redacted]

Copyright © 2017 ComPsych Corporation. All rights reserved. This information is for informational purposes only. ComPsych Corporation and its affiliates retain all rights. Use and license of this information is subject to our website, actual usage, availability and more.

Topics updated Quarterly

Program to streamline identity restoration

Provides three integrated levels of restoration assistance:

- Unlimited telephonic legal assistance
- Step-by-step guidance from a staff attorney to complete the restoration process
- Limited power of attorney that allows a staff attorney to complete the restoration process on the victim's behalf

Additional ComPsych services to help victims and families cope with prolonged effects of identity theft:

- Counseling to address emotional issues
- Financial information from staff CPAs or CFPs to address credit issues
- Assistance with work-life needs



Other Examples

You can get help from your EAP when:

- Credit card bills seem impossible to pay and are causing you stress
- You are worried about your relationship with your spouse
- As you get older, you worry about whether you will have enough money to live comfortably
- You don't know how to talk to your kids about difficult subjects such as sex, drugs, and suicide
- Keeping up with all of your responsibilities feels overwhelming
- **Any thing else that is causing you stress, anxiety or worry.**

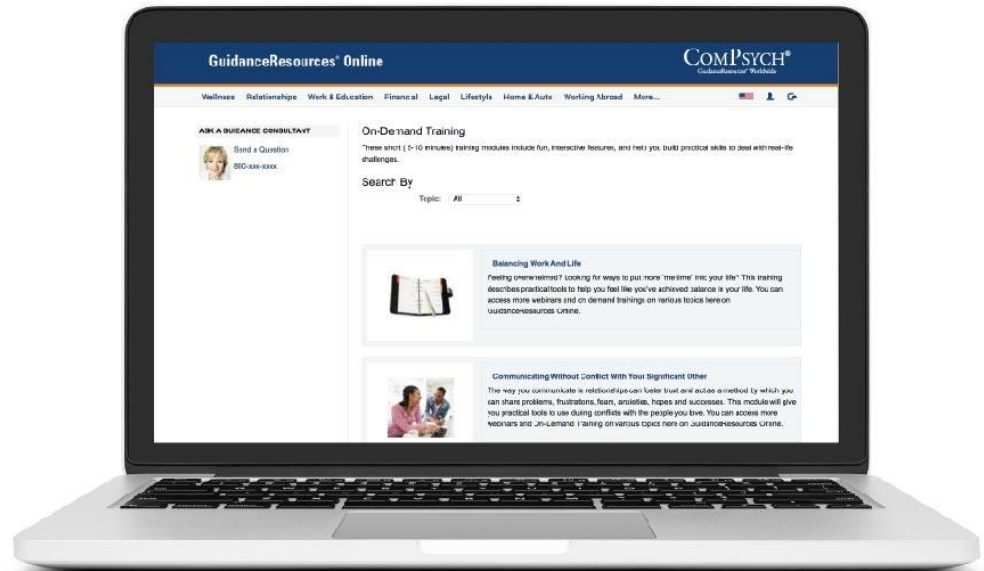
Training and Development Programs

Orientation for employees and managers/supervisors

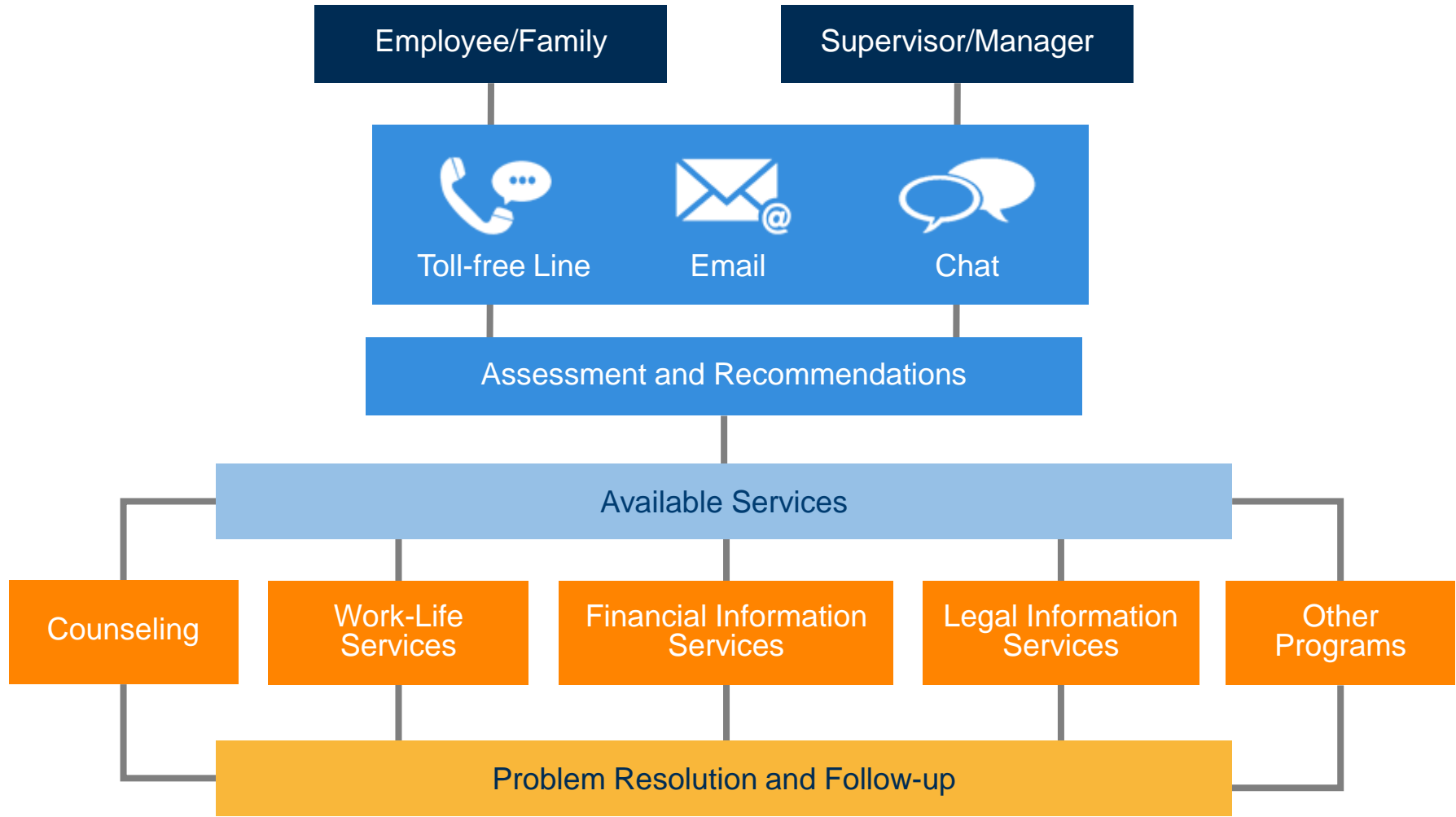
Work-Life and personal development training sessions

Multiple delivery options

- Face-to-face facilitation
- Live webinar presentations
- Preplanned monthly training schedules
- On-demand digital training modules



The GuidanceResources Experience



Thank You for Attending

- Your single source for confidential support, expert information and valuable resources, when you need it the most.
- **Available 24 hours a day, 7 days a week**
- Call: **877.527.4742** TDD: 800.697.0353
- Online: **guidanceresources.com**
Your company web ID: **State of Delaware**
- Mobile App: **GuidanceNow**

